

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### October 2015

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	19
		Billing	Bill Not Received	4
		Billing	Cramming	6
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	8
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	3
		Billing	Payment Error	1
		Billing	Slamming	1
		Lifeline	LLB Application Request	14
		Lifeline	LLB Approved for Discount	10
		Lifeline	LLB Discount Switched to Other Carrier	8
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	1
		Policy and Practices	Safety	2
		Service	Call Quality	6
		Service	Delayed Orders/Missed Appointments	12
		Service	Disconnected In Error	2
Service	Disconnection Non Payment	1		
Service	Operator Services	1		
Service	Outage	8		
Service	Refusal To Serve	2		
			<b>Total ICs</b>	<b>120</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Service	Call Quality	1
		Service	Outage	1
			<b>Total ICs</b>	<b>4</b>
IEC5800	AT&T Long Distance	Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Early Termination Fee - ETF	6
		Billing	High Bill	5
		Billing	Other Charges	4
		Billing	Prepaid Phone Cards	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	3
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
CLC7118	Birch Communications	Billing	Bill Adjustment	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Billing	Slamming	11
		Policy and Practices	Abusive Marketing	6
CLC6764, CLC7222	Blue Casa Telephone, LLC	Billing	High Bill	1
		Billing	Other Charges	1
CLC6955	Bright House Networks Information Services, LLC	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CER4412	Budget Mobile; Budget Mobile LifeLine	Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	12
CLC5335	CenturyLink	Billing	Cramming	1
DVS1208	Charter Advanced Services (CA), LLC	Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>1</b>
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
CLC1015,L EC1015	Consolidated Communications	Billing	Bill Adjustment	1
CER4328	Consumer Cellular, Inc.	Service	Number Portability - Wireless or Landline	1
		Service	Refusal To Serve	1
CLR5425	Covista, Inc.	Billing	Other Charges	1
		Billing	Slamming	2
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Lifeline	LLB Approved for Discount	1
CER4308	CREDO	Policy and Practices	Abusive Marketing	1
CER4436	enTouch	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	1

Utility Code	Utility Name	Category	Subcategory	Count
IEC6676	FirstLink Communications	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>2</b>
IEC667	Integra Telecom	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
CER4372	I-Wireless, LLC	Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>4</b>
CLC5941	Level 3 Communications, LLC	Billing	Early Termination Fee - ETF	1
			<b>Total ICs</b>	<b>1</b>
CER4442	Life Wireless	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>3</b>
CEC3079	MetroPCS	Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>1</b>
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>2</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	2
			<b>Total ICs</b>	<b>2</b>
IER6882	Quasar Communications Corp.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4387	ReachOut Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>3</b>
CLC5112, IEC5112, PCC3064	Sprint; Sprint PCS	Billing	Bill Adjustment	3
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	3
		Billing	Other Charges	2
		Lifeline	LLB Address Error	2
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Federal Program/Equipment	19
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Disconnected In Error	1
			<b>Total ICs</b>	<b>42</b>
CER4380	Surelink Mobile, TruConnect	Lifeline	LLB Federal Program/Equipment	1
			<b>Total ICs</b>	<b>1</b>
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>3</b>
IER6725	Teledias Communications, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
IER6444	Teleuno, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4380	Telscape Communications; Surelink Mobile	Service	Outage	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			<b>Total ICs</b>	<b>6</b>
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	5
		Billing	High Bill	3
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>14</b>
CER4360	Total Call Mobile, LLC	Lifeline	LLB Address Error	1
			<b>Total ICs</b>	<b>1</b>
CER4231	Tracfone Wireless (Net10; Page Plus Wireless; Simple Mobile; Straight Talk; TelCel America)	Billing	Other Charges	1
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	1
			<b>Total ICs</b>	<b>4</b>
IER7170	United Telecom, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
CER4386, IEC5378	Verizon Business Services	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CER4439, CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	7
		Billing	Bundled Services	2
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	4
		Billing	Other Charges	3
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Dis	1
		Lifeline	LLB Dis Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	4
		Rates	Rate Protest	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	4
			<b>Total ICs</b>	<b>42</b>
		IEC5732	Verizon Long Distance, LLC	Billing
	<b>Total ICs</b>			<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3029	Verizon Wireless, LLC	Billing	Bill Adjustment	9
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	6
		Billing	Other Charges	4
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	1
		Service	Refusal To Serve	1
LEC1019	Volcano Telephone Company	Lifeline	LLB Approved for Discount	1
				<b>Total ICs</b>
DVS1135	Vonage America, Inc.	Billing	Bill Adjustment	1
				<b>Total ICs</b>
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
		Service	Delayed Orders/Missed Appointments	1
				<b>Total ICs</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>389</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.